Miuchiz™ Product FAQ

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What is MIUCHIZ™?

MIUCHIZ™ is the first full color, totally interactive, virtual companions that can also enter a family-friendly 3-D world online a world where children can have fun, play games, solve puzzles and interact with each other.

Also, **MIUCHIZ™** has three modes of play! Now you can play on your own, with your friends, or online!

1 Player Mode (handheld toy)

- Being part of **MIUCHIZ™** also means you're never alone. Featuring full color screens, **MIUCHIZ™** comes with push-button touch screen response, motion sensors and "train and feed them" play. The one player mode also includes a menu full of play options. Check out your inventory in your own room, go to the mall to shop for stuff, or relax at a spa. Each unit comes with three games.

2 Player Mode

- The two player mode lets you wirelessly interact with your friends, "call out" to other **MIUCHIZ™** characters, beam gifts and compete in games through an infra-red device.

Online Mode

- But the fun doesn't stop there! **MIUCHIZ™** is the first virtual character-based toy you can plug into a computer and enter into an online community. It's called Planet Mion™, and it's an amazing interactive world in which you can explore, play games, download cool stuff to your handheld unit, and chat with your friends. And you can do it all as your favorite **MIUCHIZ™** character! With **MIUCHIZ™** the possibilities are endless.

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How does it work online?

Each player controls a MIUCHIZ™ character online at Miuchiz.com. The MIUCHIZ™ characters inhabit Planet Mion™, the mysterious home of the MIUCHIZ™. Once on Planet Mion™ players are able to explore and interact with other MIUCHIZ™ by chatting, playing games and solving puzzles.

Players are able to customize, personalize and stylize their MIUCHIZ™ characters as they see fit. Players can also play games and earn Creditz that allow them to buy clothing and accessories for their MIUCHIZ™. Players can even purchase furniture and decorations for their MIUCHIZ™ home.

Additionally, there is an ongoing storyline about the mysterious origins of Planet Mion™ that will allow advanced players to explore deeper into the mythology of MIUCHIZ™.

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How do I get online to Planet Mion™?

If you have a handheld, FIRST read the Quick Start Guide or watch the Quick Start Videos (they will tell you everything you need to know to play correctly). After you've reviewed the guide, please go to the website link that says "Connect Handheld" and walk through the steps. Once that's done, the final step (Step 9) should be where you initiate Registration. Follow the directions and you can be online within 24 hours after registration [assuming your parents (if you're under 14) approve the registration after the roughly 3 hour turnaround time].

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Where can I buy the handheld?

The Miuchiz™ products are sold at all major retailers, mainly at mass market stores and toy stores. Major retailers such as Wal*Mart, Toys R Us, K-Mart, Target, and K*B Toys carry the items, as well as most of the dot-com retailers. If you find a store that doesn't, ask them why not!

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Are you going to make more Miuchiz™ portable systems and when?

Yes new characters will be on shelves around January 2007.

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My computer does not recognize the Miuchiz™ game and I can't update!

Did you click on the "Connect Handheld" link on the splash page? There should have been steps there that walk you through the process. The FIRST step is reading the Quick Start Guide or watching the Quick Start Videos Miuchiz.com as part of that process. I'm guessing that your character is either unhappy/hungry or that she/he is not at their computer in the game (and if what I'm typing doesn't make any sense, DEFINITELY go online and read the Quick Start Guide or watch the Quick Start Videos). Hope that helps!

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My Miuchiz™ food level is extremely low. I have no credits and I can't play games to get more money. What can I do?

First our apologies: Some units may have a programming problem where, if a player's character makes it all the way down to 0 creditz, and their Happy and Fed meters get down to 0 as well, that their allowance effectively freezes. The problem has been fixed, so download the latest update on Miuchiz.com now! You'll also have to do a "hard reset," which is outlined below.

HARD RESET INSTRUCTIONS

1. First, it's difficult to do with one person. We recommend getting some help (about 2 people)
2. On the unit: Press Down on Directional (movement) Pad
3. Press the Menu Button
4. Press the Reset Button (the small button in the back of the unit that requires a paperclip)
5. HOLD THEM DOWN. Wait until you see the "MGA" logo on the screen.

The above will start you back up with a fresh unit, no creditz, no items... We are working on an update that will correct this problem. This update should be available when players connect around early September 2006.

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When I connect to the website nothing happens.

Read the Quick Start Guide or watch the Quick Start Videos on Miuchiz.com. THEN click on the "Connect Handheld" links and follow the instructions. This should give you all you need to connect to Planet Mion™, the virtual online environment.

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Does the handheld work for MAC?

Our apologies, but unfortunately at this time no.

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How much does the Miuchiz™ handheld cost?

The retail price of the product ranges between $29.99 and $34.99 US dollars. It is sold at most major retailers nationwide in the US as well as in countries like Canada, the United Kingdom, Australia, and New Zealand, with more on the way!

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How do you "hard reset" the unit back to factory settings?

HARD RESET INSTRUCTIONS

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How do I care for my Miuchiz™ handheld?

DO NOT expose your Miuchiz™ handheld to ANY of the following:

Liquid of any kind
(water, rain, extreme humidity, sweat, or other moisture)

Extreme Heat or Cold
(Avoid temperatures below -10°C/14°F or above 45°C/113°F.)

Microwaves
(DO NOT dry your Miuchiz™ handheld in a microwave oven.)

Dust & Dirt
(Try to keep your Miuchiz™ handheld away from dust, dirt, sand, food, or other inappropriate materials.)

Cleaning Solutions
(To clean your Miuchiz™ handheld. Use only a dry soft cloth. DO NOT use alcohol or other cleaning solutions.)

The Ground
(Try not to drop your Miuchiz™ handheld. We made Miuchiz™ as durable as possible, but please be gentle because they can break if dropped.)

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Who is MIUCHIZ™ for?

MIUCHIZ™ is designed for 6-12 year olds, but is open to children of all ages.

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Why did you create MIUCHIZ™?

MIUCHIZ™, like all "virtual pets", is a fun educational tool, teaching children "cause and effect" and how to be responsible and accountable for their actions. Though extremely popular, virtual pets have never been given the freedom to live on the Internet until now! MIUCHIZ™ allows kids to bring their virtual pet online for a more rewarding experience.

MIUCHIZ™ also features chatting and gaming, two of the most popular online activities for children, yet most products and online gaming communities are geared to older teens and adults. We wanted to create a safe and fun online world for children.

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Is it safe?

In order to ensure the safest possible environment, we created three chat options:

1. **ClickChat**, the safest solution for parents seeking online safety. This option allows users to select from a predefined list of chat greetings, statements and questions. These users can only see what other ClickChat users are saying.
2. **MiuChat** (friend-to-friend chat), parent permission required for each participant through a password protected chat control area. Two players initiate the Miuchat, but both players' parents must approve by inserting their parent password. Players may remove friends at any time. Parents may turn off Miuchat at any time.
3. **Open Chat**, parent permission through a password protected chat control area. Parents may turn off at any time. **Not recommended for children 13 years and younger.**

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Are my child's personal details safe with MIUCHIZ™?

Yes. MIUCHIZ™ has a strict Privacy Policy. Please check out our Privacy Policy.

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Does it cost anything to join MIUCHIZ™?

Anyone can enjoy MIUCHIZ™ free of charge, however many privileges, games and areas of Miuchiz.com are reserved for paying members, or people who've purchased the MIUCHIZ™ handheld unit.

There are 3 ways to gain access Miuchiz.com

1. When you purchase a MIUCHIZ™ handheld unit you are given a free 1-year subscription to Miuchiz.com.
2. Purchase a subscription to Miuchiz.com and experience the 3-D world on its own without the MIUCHIZ™ handheld unit. (COMING SOON)
3. Log onto Miuchiz.com as a visitor, this allows you access to a limited amount of Miuchiz.com. (COMING SOON)

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